

HumanaVitality Eligibility

Q: How does HumanaVitality treat members who have cross-referenced coverage?

A: Only one medical plan can obtain membership in HumanaVitality, therefore cross-referenced employee membership will always default to the higher level of coverage.

Q: If I waive medical coverage, am I eligible to participate?

A: If you have waived KEHP coverage, you are not eligible to participate in the HumanaVitality program. However, you can participate in the KEHP online telephonic wellness coaching program and other worksite wellness initiatives located at <http://livingwell.ky.gov>.

Q: Are there other ways to engage in HumanaVitality if a medical condition or disability doesn't allow me to follow some of the activities in the program?

A: If it is unreasonably difficult due to a medical condition for you to achieve the standards for the rewards under the HumanaVitality program, please call the Customer Service phone number on the back of your Member ID card. We will work with you to develop another way to qualify for the reward.

Q: What happens to the Vitality Status, Vitality Points, and Vitality Bucks when the subscriber and spouse get a divorce, and the spouse is removed from the medical plan? **A:** The Vitality Status and Vitality Bucks remain intact, but the Vitality Points earned by the spouse are removed from the individual policy/certificate. The threshold to achieve the next higher Vitality Status will now be based on a single adult member and on the subscriber's Vitality Points earned to date, plus any future Vitality Points earned during the remainder of the plan year.

Q: What happens to a single member who has achieved "Gold" status and then gets married during the plan year?

A: If a spouse is added during the plan year, the spouse will only get Vitality Points for activities completed after the spouse's eligibility effective date. The subscriber and the spouse will share the same Vitality Gold Status achieved by the subscriber before the marriage. The number of Vitality Points to achieve the next higher status level (Platinum) will be changed to allow for two adult members now being on the medical plan.

Q: What happens to my membership when my employer renews HumanaVitality for the next year?

A: Each year, you'll need to complete your Health Assessment for your membership to remain active. Once you do, your Vitality Status earned during the year before will be activated. You will also carry over your unspent Vitality Bucks earned during prior years.

Q: What happens if a dependent child turns 18 during the plan year?

A: The 18-year-old dependent will have the ability to earn additional Vitality Points as an adult member for the rest of the plan year. HumanaVitality will change the family status threshold level accordingly. There is no pro-rating upon the dependent turning 18 years of age. The Vitality Status for the family policy/certificate will remain intact. However, for the family to

reach the next Vitality Status level within the same plan year, the number of Vitality Points to achieve the next status level will be changed to allow for the child dependent turning 18 years of age. The 18-year-old dependent will then be eligible to earn additional Vitality Points as an adult member toward the family status level.

Q: What happens to my Vitality Status and Vitality Bucks at renewal?

A: Your Vitality Status will roll over at renewal (typically Jan. 1) but will be re-determined at the end of each year based on the Vitality Points earned in that year. You will roll over up to 10 percent of the Vitality Points earned during the prior plan year at renewal.

Your unspent Vitality Bucks will fully roll over at renewal. In addition, because Vitality Bucks are equal to Vitality Points (1 dollar=1 point), your bucks will increase at the beginning of the year with the number of Vitality Points that rolled over. However, your Vitality Bucks after renewal are not redeemable until you complete your Health Assessment for that year.